

Customer: Arcadia Group

Products: Webwasher URL filtering and content protection

Background

Arcadia Group Limited, the largest clothing retailer in the United Kingdom, boasts over 2,500 retail outlets throughout the UK as well as a growing number of international stores in the UAE, France, Spain, Gibraltar, and shortly, in the US. Nearly every high street and shopping center in the UK has at least one of Arcadia's eight well-known brands, which include Burton, Dorothy Perkins, Evans, Miss Selfridge, Outfit, TOPSHOP, TOPMAN and Wallis. In addition to the retail outlets, Arcadia is currently enabling Web sites for global delivery.

Arcadia operates with an ethical policy that ensures their goods are produced under acceptable conditions without exploitation of the people who make them, and without damaging the environment. Founded in 1900 by Montague Burton, who borrowed £100 to set up his own menswear shop, the celebrated company today has over 25,000 employees and over 3,000 IT users throughout the UK, who service customers worldwide.

The challenge

With over 3,000 IT users, it's important to Arcadia to maintain a professional environment, and to protect employees and systems from inappropriate Web content. To do so, the company has crafted a set of Internet access policies, which it implements using Webwasher® from Secure Computing®. In addition to protecting the company and its employees, the access policies are also crafted to ensure that the company does not face any legal liability that may result from allowing inappropriate content into the workplace, or from not closing up any vulnerabilities that may expose personal employee or customer data to attack or theft.

In addition to filtering out inappropriate content, Arcadia's Technology Manager Steve Hall also recognized that malware, spyware, and other threats can be contained in Web, FTP and email traffic. While some Web sites should be blocked simply because they are offensive or distracting, many of these Web sites are also conduits of malicious attacks in the form of active code that launches spyware and other malware when the user views a specific page.

When it came time to review and refresh their technical infrastructure, Hall took a good look at Arcadia's existing URL filtering solution, and decided it was time to switch to something with easier management and more features. He set out to review new solutions that would provide a high level of resilience, and

Why Webwasher for Arcadia Group:

- Excellent service
- Ability to scan SSL traffic
- High performance
- Failover capability
- Comprehensive content protection

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— Steve Hall
Technology Manager
Arcadia Group

offer superior protection to the network. After reviewing several products, Hall purchased a three-year license to replace the older URL filter, but then he heard about Webwasher, and decided to evaluate it.

The solution

Hall and the rest of the IT staff were so impressed with Webwasher that they felt it would be worthwhile to replace the URL filtering solution they just purchased, even though they had just bought a three-year license. "The performance, implementation, and management of Webwasher has been exceptional," said Hall. Webwasher's "master/three slaves" concept was particularly important in the decision to move to Webwasher, as was its ability to scan SSL traffic and to deliver higher performance under heavy loads. Webwasher was able to deliver a highly resilient failover capability, which also was an instrumental factor in the decision. There are only a relative handful of products on the market that can filter SSL traffic, and as a result, this essential capability is still largely unknown.

How it works

Webwasher is now fully deployed and implemented, with no issues. "When help was needed in the early stages, we found the support team provided an excellent level of service—both fast and highly knowledgeable," said Hall.

SSL-encrypted traffic represents a potential threat, since most other solutions cannot filter this type of traffic, and viruses and other malware can easily pass into the corporate perimeter under the cloak of encryption. Webwasher filters all SSL traffic, closing this serious security gap in the corporate defense wall, and preventing malicious content hidden in SSL-encrypted traffic from entering into the network.

In addition to the URL filter component of Webwasher, Arcadia also relies on the Content Protection component, which examines traffic being transported via Web and FTP to ensure that the system remains protected against malware, spyware, Trojans, and countless other threats.

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